



STATE OF HAWAII  
DEPARTMENT OF ACCOUNTING  
AND GENERAL SERVICES  
P. O. BOX 119  
HONOLULU, HAWAII 96810-0119

October 2, 1996

COMPTROLLER'S MEMORANDUM 1996-27

TO: All Departments

FROM: Sam Callejo  
Comptroller

SUBJECT: Travel Services Contract Guidelines

The State has contracted with Panda Travel (Panda) to handle all out-of-state air travel, car and hotel reservations, and all in-state car and hotel reservations. This memo includes information on handling travel arrangements with this new contract in place. Chapter 3-10, Travel Rules, Hawaii Administrative Rules, remain in effect.

**PURPOSE**

The purpose of the contract is to save the State money and simplify management of employee travel. The executive branch spent \$10 million on travel in FY 1996. The contract with Panda Travel is expected to save the State between \$200,000 and \$500,000 a year. The savings will be realized by the 50% rebate to the State of all commissions Panda receives for State travel reservations and the requirement imposed on Panda to find the lowest price for air fares, hotel accommodations, and car rentals. The contract also requires Panda to provide monthly travel reports by department. These reports will assist the departments by providing more complete information on travel taken and thus allow departments to better control their travel costs.

**EFFECTIVE DATES**

The contract takes effect on October 14, 1996 for an initial two year period, with an opportunity for three 12 month extensions. Any travel reservations made on or after October 14, 1996 **MUST** be made through Panda Travel.

## **WHO IS AFFECTED**

The Panda contract covers all executive branch departments except for the University of Hawaii and the Hawaii Health Systems Corporation which was formerly the Department of Health's Division of Community Hospitals. The contract covers all sources of funding unless a non-State entity pays for the entire cost of travel and makes all travel arrangements.

## **PROCEDURES TO USE**

The following procedures should be followed when travel is anticipated:

1. A Travel Approval Form (Exhibit A) must be completed by each traveler. Quotes and tentative reservations should be obtained from Panda Travel at 734-1961. Neighbor Islands' travelers should call toll free 1-888-726-3288.
2. The justification for the trip and the Travel Approval Form should be forwarded to the department's appropriate parties for approval.
3. The completed and signed Travel Approval Form (TAF) shall be faxed to Panda at (808) 738-3375 in order to book the reservation.
4. The related purchase order **must** be faxed by noon of the next Monday to guarantee the quoted air fare. If the purchase order is not received by that date, air fare prices cannot be guaranteed by Panda.

## **AIR TRAVEL**

An employee shall be scheduled to arrive at the out-of-state destination (applicable airport) in accordance with the employee's collective bargaining agreement or executive orders.

Travel routes shall be the most direct and economical routes available to the point of business destination. Travel tickets shall be for complete routes inclusive of direct connections. Any charges related to travel not applicable to State business will be the responsibility of the employee. This includes stopovers, special or short-run trips, backtracking, using an airline other than the one with the lowest fare, personal side trips or any other routing impacting the lowest possible fare.

Since Panda is required to obtain the lowest possible fare, the employee's airline preference will be considered only if the criteria for the lowest possible fare is met. Any specific airline preference that will increase the cost of the fare will be borne by the traveler.

Information about making changes to the ticket and ability to refund will be given at the time the reservation is made and will be printed on the itinerary. In the event that the ticket allows changes, and if the traveler wishes to make the change, call Panda. If the ticket is refundable, and a refund is desired, send the entire ticket with reason for refund to Panda Travel, 1017 Kapahulu Ave., Honolulu, HI 96816, Attn.: Wendy/Accounting. The refund shall be sent to the department.

### **CAR RENTALS**

Size of the car should be determined by the number of people in the party and the lowest price. No car insurance, such as personal accident, personal effects or supplemental liability insurance, shall be purchased by the traveler since the State is already insured. Purchase of collision or loss deductible waiver (CDW or LDW) coverage is permitted only under the following situations:

- Driving outside the State of Hawaii;
- Condition for renting a car where financial terms are advantageous;
- Payment is fully reimbursable; or
- Payment is covered by funds other than General Funds.

### **HOTEL**

All hotel reservations shall be made through the travel agency with the exception of conference hotels which may be made directly with the conference hotel. Any specific preference other than that recommended by Panda which will increase the cost of the hotel accommodation beyond the amounts of the commercial lodging allowance specified in the applicable collective bargaining agreements or executive orders shall be the responsibility of the traveler.

All Departments  
October 2, 1996  
Page 4

### **PER DIEM**

Follow the per diem guidelines of the negotiated union contract agreements or executive orders, as appropriate.

### **TICKET DELIVERY**

Tickets, itineraries, boarding passes, and other travel documents will be sent by certified mail up to seven calendar days prior to departure date. Tickets and other documents will be hand delivered by Panda if issued less than seven calendar days prior to departure.

### **PAYMENTS TO PANDA**

All air fare and car rental payments to Panda for State business shall be made through purchase orders.

Please call Mary Pat Waterhouse, Deputy Comptroller, at 586-0402 if you have any questions regarding this memo.

  
SAM CALLEJA  
State Comptroller

State of Hawaii  
Travel Approval Form

EXHIBIT A

- A. Requesting Dept / Div / Off: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_ FAX: \_\_\_\_\_  
Person Traveling: \_\_\_\_\_ Phone: \_\_\_\_\_ FAX: \_\_\_\_\_  
Position Title of Traveler: \_\_\_\_\_ Collective BU.: \_\_\_\_\_  
No. of Persons Traveling: \_\_\_\_\_ (Attach separate sheet for each traveler)  
Purpose/Justification of Travel: (Attach separate sheet. Number of out-of-state trips taken within the last 12 months should be provided.)  
Business Destination: \_\_\_\_\_

NOTE: Interisland travel approval do not complete Part B.

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- B. Airline preference & Frequent Flyer ID#:  
Preference will be accommodated if lowest or equivalent cost requirement is met.

1) \_\_\_\_\_ # \_\_\_\_\_ 2) \_\_\_\_\_ # \_\_\_\_\_

Date	From	To	Dep. Time	Arr. Time	Aisle/Window
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

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- C. Hotel Payment will be via: ☐ check ☐ charge card ☐ other \_\_\_\_\_

Date/Time of Check-In	Date/Time of Check-Out	Hotel & (smoking/non-smoking)	City
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

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- D. Mode of Transportation (car, shuttle bus, train) City Pickup / Drop-Off Date  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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- E. Business Departure Date: \_\_\_\_\_ Time: \_\_\_\_\_  
Required Business Arrival Date: \_\_\_\_\_ Time: \_\_\_\_\_  
Earliest Business Departure Date from Destination: \_\_\_\_\_ Time: \_\_\_\_\_  
Estimated Business Cost of Trip (for all above travelers):  
Airfare Cost \$ \_\_\_\_\_  
Per diem (\$ \_\_\_\_\_ / day x \_\_\_\_\_ days = \$ \_\_\_\_\_  
Ground transportation (describe) \_\_\_\_\_ \$ \_\_\_\_\_  
Other: Itemize w/(amt) i.e. Regis fee ( \_\_\_\_\_ ), etc. \_\_\_\_\_ \$ \_\_\_\_\_  
Excess lodging Cost \$ \_\_\_\_\_  
Total \$ \_\_\_\_\_  
Program I.D. \_\_\_\_\_  
Source of Funding: ☐ State ☐ Federal ☐ Other: \_\_\_\_\_

\_\_\_\_\_  
Requesting Authority Date Approving Authority Date

DO NOT MODIFY - WILL BE RETURNED IF MODIFIED